

TEXAS VETERANS COMMISSION

1700 North Congress, Suite 800
Austin, Texas 78711
(512) 463-1295 FAX (512) 463-2847
www.tvc.texas.gov

Veteran Services Representative I
Claims Representation and Counseling
Salary Schedule: B13
Salary: \$2,500.00/month

Posting No. 14-21

Class No. 5104

Job Location: **McAllen VAOPC**
McAllen, Texas

Opening Date: 10-21-13

Closing Date: 10-31-13

WIT#: 6915677

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Note: *Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of Medical Corps, Human Resources Specialist, Career Counselor, Administrative, Military Intelligence (Analyst), Judge Advocate Corps, or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position. Please call the Human Resources Division at (512) 463-1295 for additional information.*

Job Description: Performs routine (entry-level) work involving counseling and claims work. Must perform work as a claims technician assisting veterans and their dependents, Veterans County Service Officers and employees of the Commission. Duties include but are not limited to the following:

- Interviews veterans and other eligibles to record and assess benefit information to determine client needs.
- Prepares and files claims and supporting evidence for successful adjudication.
- Counsels and assists veterans and other eligibles in obtaining benefits, rights, entitlements and other supportive services.
- Consults with medical and legal staff in the development of pertinent evidence to support claims.
- Applies Department of Veterans Affairs (VA) rules and regulations when reviewing VA documents and veterans claim folders.
- Performs case management services and maintains client files.
- May prepare and submit written briefs.
- May represent the agency at public information programs, conduct briefings and/or presentations on veterans' benefits.
- Travel maybe required for work related functions.
- Work hours other than 8-5 required for work related functions.
- Performs related work as assigned.

Experience and Education: Experience in veterans' benefits counseling preferred. Graduation from an accredited four year college or university with major course work in social work, business management, political science or a related field is generally preferred. Experience and education may be substituted for one another. A valid Texas driver's license is required.

Knowledge, Skills and Abilities:

- Ability to interpret laws, rules, and regulations applicable to the processing of veterans' claims.
- Ability to communicate effectively both orally and in writing.
- Ability to provide exceptional customer service to our clients.
- Ability to analyze and solve problems
- Skill in general computers. Microsoft office generally preferred.

How to Apply:

Applications may be requested from the Texas Veterans Commission, 1700 N. Congress, Austin, Texas 78711, (512) 463-6564 or downloaded from the Texas Workforce Commission website: <https://wit.twc.state.tx.us>. Only mailed applications will be accepted by the Texas Veterans Commission, Attn: Cindy Romeo, Staff Services Officer, 6900 Almeda Rd. Houston, TX 77030-4200.

In order to receive Veterans preference, a copy of the Form DD#214 must be submitted with the State of Texas Application.

This position has been designated as a security sensitive position. A criminal background investigation will be conducted on the final candidate for the position.

Resumes will not be accepted in lieu of State Applications

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.